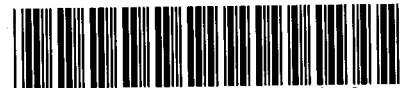


W-01865A-07-0384  
W-01865A-07-0385

ORIGINAL



0000085841

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68538

Date: 5/14/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Jerry Last: Shultz

Account Name: Jerry Shultz

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85009

is: E-Mail

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

5/14/08 Received e-mail from Mr. Shultz,

I am informing you of my strong opposition that our Groom Creek communities water board is attempting to have you and the other commissioners accept. I do not approve of their rate increase of \$44.00. The amount that you and your fellow commissioners is sound and reasonable.

Thank you for the great job that you and you colleagues do.

Jerry Shultz

Phoenix, Arizona 85009-6357

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/15/08 E-mail response

Good morning Mr. Schultz

May 15, 2008

DOCKETED

MAY 19 2008

DOCKETED BY

NR

AZ CORP COMMISSION  
DOCKET CONTROL

2008 MAY 19 P 2:11

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Water Customer:

Your e-mail regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me [REDACTED]

Sincerely,

Alfonso Amezcua  
Arizona Corporation Commission  
Utilities Division  
Consumer Services  
[REDACTED]

\*End of Comments\*

**Date Completed: 5/15/2008**

**Opinion No. 2008 - 68538**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**

W-01865A-07-0385  
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 68166

Date: 4/24/2008

Complaint Description:      08E Rate Cases Items - In Favor  
N/A Not Applicable

First:

Last:

Complaint By:

Phyllis

Winter

Account Name:      Phyllis Winter

Home: (000) 000-0000

Street:      [REDACTED]

Work: (000) 000-0000

City:      [REDACTED]

CBR:

State:      AZ      Zip: 00000

is:

Utility Company:      Groom Creek Water Users Association

Division:      Water

Contact Name:      Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name (s): \_\_\_\_\_ Phyllis Winter \_\_\_\_\_

Address: \_\_\_\_\_ [REDACTED] \_\_\_\_\_

Signature (s) : \_ (signatures of the above) \_\_\_\_\_

Additional Comments:

\*End of Complaint\*

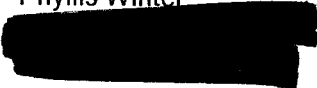
Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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April 24, 2008

Phyllis Winter  


RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Water Customer:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 4/24/2008

Opinion No. 2008 - 68166

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W-01865A-07-0385  
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68143

Date: 4/23/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Kathryn L Last: Thompson

Account Name: Kathryn L Thompson

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Assoc for approval of Financing

Docket No. W-01865A-07-0385 and W-01865A-07-0384

I do not support the Groom Creek Water User's Association request to raise the base rate to 42.00. I do support the Corporation Commission's staff recommendation of \$22.50.

Rational for the higher rate seems to be based on needing to replace all water pipes immediately. A study which was undertaken several months ago has either not been completed or at least has not been reported to members of the association. The idea of spreading cost over 20 years instead of 10 also makes sense. So, count me as supporting the ACC proposal.

Kathryn L. Thompson  
[REDACTED]

\*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/23/08 The following letter was mailed to the customer.

April 23, 2008

Kathryn L. Thompson  
[REDACTED]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Water Customer:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/23/2008**

**Opinion No. 2008 - 68143**

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W-01866A-07-0385

W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 68169

Date: 4/24/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: John      Last: William

Account Name: John William and Juanita E Miller

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are NOT in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name (s): John William and Juanita E Miller

Address: [REDACTED]

Signature (s) : (signatures of the above)

Additional Comments: We are (NOT) in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month.

\*End of Complaint\*


Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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April 24, 2008

John William and Juanita E Miller  


RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Water Customer:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/24/2008**

**Opinion No. 2008 - 68169**

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W-01865A-07-0385

W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68167

Date: 4/24/2008

Complaint Description: 08E Rate Cases Items - In Favor  
N/A Not Applicable

First:

Last:

Complaint By:

Ken

Truitt

Account Name:

Ken and Cynthia Truitt

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Groom Creek Water Users Association

Division:

Water

Contact Name:

Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name (s): Ken and Cynthia Truitt

Address: [REDACTED]

Signature (s) : (signatures of the above)

Additional Comments: In addition to the subject, the assn also applied for increased hook-up fees. I believe it was \$7500 which is real bargain compared to where we live full-time: \$18,000. It is called good prior planning as the GCWU already has to restrict usage during summer months due to insufficient capacity. Future development is inevitable and not inherently bad unless it diminishes the quality of life for all. We urge you to reconsider the requested increase in new service fees.

\*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

April 24, 2008

Ken & Cynthia Truitt  
[REDACTED]

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Water Customer:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed:** 4/24/2008

**Opinion No.** 2008 - 68167

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W-01865A-07-0385  
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 68168

Date: 4/24/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Dr. Larry R.      Last: Taintor

Account Name: Dr. Larry R. and Vickie L. Taintor

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ      Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are NOT in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month.

Printed Name (s): \_\_\_\_\_ Dr. Larry R. and Vickie L. Taintor \_\_\_\_\_

Address: \_\_\_\_\_ [REDACTED] \_\_\_\_\_

Signature (s) : \_\_\_\_\_ (signatures of the above) \_\_\_\_\_

Additional Comments:

Raising the water rate by the amount the Board of Directors want is insane. They are getting carried away and are using scare tactics to try to impose their extravaganza.

Thank you for bringing a measure of sensibility to the table.

The Taintors

P.S. An example of their waste can be seen in the their use of providing this stamped envelope in order for us to blindly sign off to their plan.

\*End of Complaint\*


**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

April 24, 2008

Dr. Larry R. and Vickie L. Taintor  


RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Water Customer:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/24/2008**

**Opinion No. 2008 - 68168**

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W. 01865A-07.0385  
W. 01865A-07.0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      68552

Date: 5/14/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Eileen      Sullivan

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State:      AZ      Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. W-01865A-07-0385  
W-01865A-07-0384

5/14

Customer is in opposition to the proposed rate increase by the company of \$42.00. She supports the staff recommended increase of \$22.50. She has concerns about the mismanagement of funds by board members because of their lack of experience in handling money.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Date Completed: 5/14/2008

Opinion No. 2008 - 68552